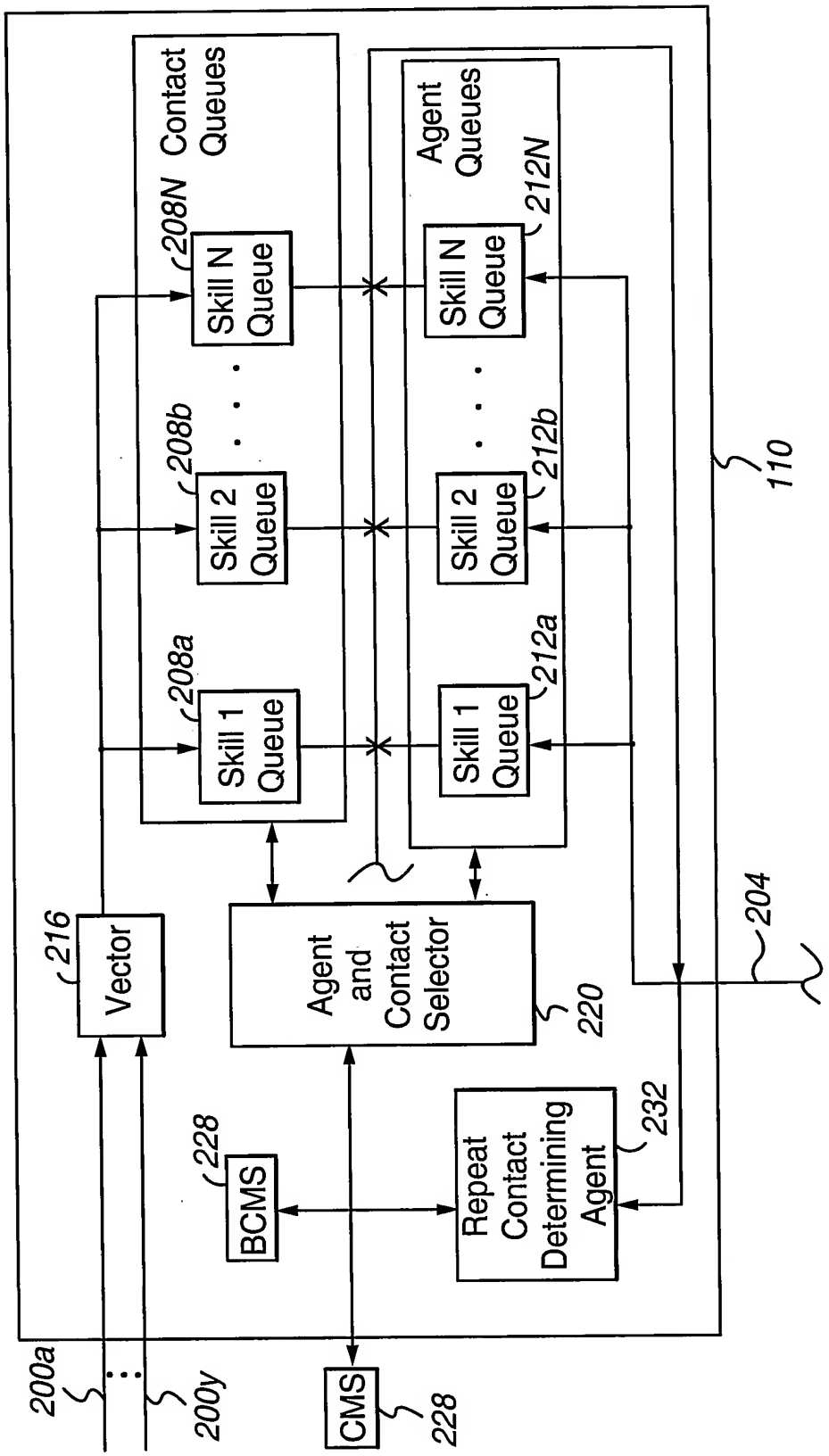
Contact Queues
Agent Queues
208N
Skill N Queue
212N
208b
Skill 2 Queue
212b
208a
Skill 1 Queue
212a
110
216
Vector
Agent and Contact Selector
220
204
228
BCMS
Repeat Contact Determining Agent
232
200a
200y
CMS
228

Fig. 2